

Unit Order 75 - Nixle Messaging System

PURPOSE:

The purpose of this Station Order is to govern the usage of the Nixle messaging system for the West Hollywood Sheriff's Station.

SCOPE:

This Station Order applies to all Station Personnel who have been trained in the usage of the Nixle messaging system. Only those persons given expressed permission by the Unit Commander shall have access to the Nixle messaging system. This shall encompass a limited number of personnel so designated by the above parameters.

ORDER:

Nixle shall be utilized to facilitate free geographically-specific e-mails and text messages directly to the public. Messages can include arrests, neighborhood-specific alerts and advisories, traffic incidents, road closures, wanted persons, missing persons, crime trends, and more. Strict guidelines and redundancies have been placed within this order, to ensure that all messages emanating from station personnel are consistent and in compliance. Therefore, the protocols specified therein shall be strictly adhered to.

There are four Nixle alert messages, these messages are as follows:

ALERT MESSAGES (Code Red) utilized for Amber alerts, kidnapping, and other crimes where immediate public assistance is needed.

ADVISORY MESSAGES (Code Yellow) are used for seeking information on crime suspects and public safety messages.

COMMUNITY MESSAGES (Code Green) are used to inform residents about safety tips, recent crime trends, and public safety agency special events.

TRAFFIC MESSAGES (Code Blue) are sent to advise of major road closures and collisions.

ALERT MESSAGES and ADVISORY MESSAGES shall be the most scrutinized of the messaging system due to the importance of the information being sent and the seriousness of the information being relayed. Only Nixle trained sworn personnel shall write messages for ALERT MESSAGES AND ADVISORY MESSAGES. These messages will only be used when the situation falls within the above-listed parameters. Once written, the messages must be approved by the Unit Commander and/or Operations Lieutenant, the Detective Commander, Watch Commander, and specific Unit Commander if applicable. The approval for these messages must be approved by ALL of the above unless otherwise directed by the Unit Commander. Once approved, the message shall be sent by approved sworn Nixle trained personnel.

COMMUNITY MESSAGES, only Nixle trained personnel, sworn or civilian, shall write messages for COMMUNITY MESSAGES. These messages will only be used when the situation falls within the above-listed parameters. Once written, the messages must be approved by the Nixle Approval Board. Once approved, the

message shall be sent by approved sworn Nixie trained personnel.

TRAFFIC MESSAGES, only Nixie trained personnel, sworn or civilian shall write messages for TRAFFIC MESSAGES. These messages will only be used when the situation falls within the above-listed parameters. Once written, the messages must be approved by a Nixie trained Watch Commander. Once approved, the message shall be sent by approved sworn Nixie trained personnel.

A cadre of Nixie trained personnel will be maintained and are available upon request. Personnel are encouraged to contact West Hollywood Nixie trained personnel for any questions pertaining to Nixie, or for review of authored Nixie messages.
